

**Southeast KANSASWORKS, Inc.**

**REQUEST FOR PROPOSAL**

for

**Workforce Innovation and Opportunity Act  
ONE-STOP OPERATOR**

**Program Year September 10, 2017 – June 30, 2021**

*Release Date: July 31, 2017*

## **Introduction to the Local Area**

Southeast KANSASWORKS, Inc. is one of five Workforce Development Boards in Kansas designated by the Governor under the Workforce Innovation and Opportunity Act. For the purposes of this request for proposal, Southeast KANSASWORKS will be referred to as Southeast Kansas Workforce Development Board.

The Southeast Kansas Local Area V workforce center system is designed to provide a full range of services and assistance opportunities to job seekers and employers under one roof.

Established under the Workforce Innovation and Opportunity Act, Southeast KANSASWORKS centers offer referrals to employment, work-based learning opportunities, career counseling, job listings, recruitment and incentive services to employers, access to training programs and similar employment-related services. In addition, Southeast KANSASWORKS also has business service teams comprised of professionals who work directly with employers to meet their specific staff needs at no cost to the employer. Services available to employers include online posting of job vacancies, screening of applicants, job seeker resume searches, applicant referrals, individual hiring events and job fairs, training subsidies, access to interview space within local offices, video conferencing accessibility for long distance interviews, and Rapid Response assistance to employers dealing with layoffs or company closure.

The Southeast Kansas Workforce Development Board's strategic vision is ***all residents of Southeast Kansas, particularly those with barriers to employment, will have access to innovative workforce services, integrated training and education programs, and direct support services. This collaboration between Core Partners will provide the required knowledge, skills, and credentials necessary for securing sustainable employment that strengthens the local economy and meets the needs of our local business community.***

Strategic Goals:

1. Foster a dynamic, integrated, and ever-improving workforce development system in which employers and individuals have ready access to a network of information and services responsive to their unique employment needs.
2. Provide local area residents with access to the literacy, education, vocational rehabilitation programs, and workplace skills necessary for self-sufficient employment and advancement
3. Empower Southeast Kansas youth with the knowledge, skills, and behaviors necessary for employment and economic independence in high-skilled, high-wage careers, and lifelong learning.
4. Implement an operational, system-wide set of performance measures to monitor, evaluate, and improve the effectiveness and accountability of employment, education, and training programs.

## **Request for Proposals**

Southeast Kansas is seeking proposals for a public, private, non-profit entity or consortium of entities to serve as One-Stop Operator for the comprehensive, affiliate, and satellite One-Stop Centers in the Southeast Kansas Local Workforce Area.

This Request for Proposal was prepared based upon the Workforce Innovation and Opportunity Act of 2014 (WIOA) and associated U.S. Department of Labor Regulations and guidance. This Federal Law was implemented to consolidate, coordinate, and improve employment, training, literacy and vocational rehabilitation programs in the United States. WIOA provides the framework for a national workforce preparation system that is flexible, responsive, customer-focused, and locally managed. Mandatory core program partners include: Adult/Dislocated Worker/Youth, Wagner-Peyser, Adult Education and Literacy, and Vocational Rehabilitation, along with required partners specified in the Act. Offerors are strongly encouraged to read Training and Employment Guidance Letter 04-15 issued by the U.S. Department of Labor that outlines the vision for the One-Stop system under WIOA.

The three hallmarks of WIOA include:

1. The needs of businesses and workers drive workforce solutions, and local boards are accountable for this within the communities they serve.
2. One-Stop Centers provide excellent customer-centric services and focus on continuous improvement; and,
3. The workforce system supports strong regional economies and plays an active role in community and workforce development.

WIOA is built around the following key principles:

- Increase access and opportunity, particularly for those individuals with barriers to employment, to ensure success in the labor market.
- Support the alignment of workforce investment, education, and economic development systems in support of a comprehensive, accessible, and high-quality workforce development system.
- Improve the quality and labor market relevance of workforce investment, education, and economic development efforts to provide workers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages, and to provide employers with the skilled workers they need to succeed in a global economy.
- Promote improvement in the structure and delivery of services to better address the employment and skill needs of workers, jobseekers, and employers.

- Increase the prosperity of workers and employers and the economic growth of communities, regions, and states, and the global competitiveness of the United States.
- Provide workforce investment activities, through statewide and local workforce development systems, that increase the employment, retention and earnings of participants, and increase attainment of recognized postsecondary credentials by participants.

Southeast KANSASWORKS, Inc. (Board) oversees the Workforce Innovation and Opportunity Act (WIOA) funds for the seventeen-county area in Southeast Kansas. Currently, Southeast KANSASWORKS, Inc. is the Administrative Entity, and Board Support and serves as the Lead One-Stop Operator and Service Provider for WIOA funded Youth, Adult, and Dislocated Worker Services.

In Section 107 of the legislation and in § 678.605 of WIOA Regulations Local Workforce Boards are required to competitively procure the One-Stop Operator role and responsibilities. The Board has contracted with an independent consultant to solicit and select a One-Stop Operator. § 678.615 says that firewalls must be in place to ensure that the competition is free of conflict of interest. Therefore, no one working for or with the Board may be involved in conducting the competitive process. The procurement is separate from Southeast KANSASWORKS, Inc. to ensure the absence of conflict of interest in the event Southeast KANSASWORKS Board Members or staff make the decision to propose to serve as the One-Stop Operator.

Through this independent process, the Board is soliciting proposals to identify a single One-Stop Operator for the Southeast Kansas comprehensive, affiliate, and satellite One-Stop Centers:

- Pittsburg Workforce Center (comprehensive)  
105 W. Euclid  
Pittsburg, Kansas 66762  
620-231-4250
- Emporia Workforce Center (affiliate)  
215 W. 6<sup>th</sup> Avenue, Suite 107  
Emporia, Kansas 66801  
620-342-3355
- Independence Workforce Center (affiliate)  
317 N. Pennsylvania Avenue  
Independence, Kansas 67301  
620-332-5904
- Paola Workforce Center (affiliate)  
1 South Pearl, Suite A  
Paola, Kansas 66071  
913-937-9462

- Chanute Workforce Center (satellite)  
800 W. 14<sup>th</sup>  
Chanute, Kansas 66720  
620-431-2820, extension 634

For more information about the local area see [sekworks.org](http://sekworks.org).

## Resource Information

Potential Offerors may get helpful background information from the Local Workforce Board website at [www.sekworks.org](http://www.sekworks.org).

The United States Department of Labor has a WIOA Online Community of Practice that provides information sharing needed to implement and maintain WIOA at: <http://on.workforcegps.org>.

WIOA law and regulations can be found at: [www.doleta.gov/wioa/](http://www.doleta.gov/wioa/)

The State of Kansas WIOA Combined State Plan can be found at: [www.kanasworksstateboard.org](http://www.kanasworksstateboard.org). Click on “news, reports, plans” on left hand side.

## Request for Proposal Timeline

7/31/17	Request for Proposal Released and Posted on the Kansas State website and in the Wichita Eagle Newspaper and the Kansas City Star and available by emailing <a href="mailto:malaw528@aol.com">malaw528@aol.com</a>
8/7/17	Letter of Intent Due by 2:00 p.m. Central Time to Mary Ann Lawrence at <a href="mailto:malaw528@aol.com">malaw528@aol.com</a>
8/7/17	Deadline for Questions Due by 2:00 p.m. Central Time to Mary Ann Lawrence at <a href="mailto:malaw528@aol.com">malaw528@aol.com</a>
8/8/17	Questions and Answers Released and emailed to Potential Bidders submitting a Letter of Intent; also available by emailing <a href="mailto:malaw528@aol.com">malaw528@aol.com</a>
8/30/17	Proposals Due Electronically by 2:00 p.m. Central Time to Mary Ann Lawrence at <a href="mailto:malaw528@aol.com">malaw528@aol.com</a>
8/31/17	Evaluation and Award Announcement
9/6/17	One-Stop Operator Agreement Completed
9/10/17	One-Stop Operator Start Date

## **Technical Details**

The contract and/or agreement resulting from this Request for Proposal begins September 10, 2017 and will be for a four-year period through June 30, 2021.

Once the contract and/or agreement has been awarded, the Southeast Kansas Workforce Development Board, in collaboration with the Chief Elected Officials, reserves the right to modify delivery design. In the event the modification requires additional labor hours on the part of the One-Stop Operator terms will be negotiated and the contract and/or one-stop operator agreement modified. The Board also reserves the right to de-obligate funds from the One-Stop Operator if it fails to meet contractual and/or agreement requirements.

The Successful Offeror will be required to agree to the contract and/or agreement General Terms and Conditions, have all controls securely in place, and agree to comply with any policies created by the Southeast Kansas Workforce Development Board and any applicable Federal or State policies, regulations, or laws. The Successful Offeror to this request for proposal may be expected to participate in contract negotiations to establish the exact services to be provided and the costs of those services if a proposal needs clarification. The final negotiated proposal narrative and budget schedule will constitute the Statement of Work for the contract and/or agreement. Applicants are advised that most documents in the possession of the consultant, and upon completion the Board Administration, are considered public records and subject to disclosure under Kansas Public Records Law.

This request for proposal does not commit the Southeast Kansas Workforce Development Board or Chief Elected Officials to direct the award of a final contract and/or agreement and will not pay any costs incurred in the preparation of a proposal to this request. The Board reserves the right to request additional data, discussion, or presentation in support of written proposals. The Board may reject any or all proposals received and reserves the right to cancel in whole or in part this Request for Proposal if it is in the best interest of the Board to do so.

An Offeror may not be recommended for funding regardless of the merits of the proposal submitted if it has a history of contract non-compliance with the Southeast Kansas Workforce Development Board or any other funding source. Subcontracting is not permitted.

The Southeast Kansas Workforce Development Board or its Executive Committee will vote on the final selection with the Chief Elected Officials approving the selection. In the event Southeast KANSASWORKS, Inc. is a bidder, the final selection will be voted on by the Chief Elected Officials.

Offerors who have submitted a proposal may protest the award of the contract according to the following process:

1. Protests must be filed electronically and be received by the Board's consultant at malaw528@aol.com by September 3, 2017. All protests are public information after the protest period ends.
2. All protests must state the basis for the protest in clear terms and provide an alternative the protester finds acceptable. The basis of the protest must be a violation of a State or Federal contracting law, rule, or regulation applicable to the contracting process.
3. During any part of the review or consideration, the protester may be asked to clarify or amplify statements or to provide proof of claims or other statements. Any such requests must be fully responded to within the time designated. In the event a protester fails to respond, the protest will be dismissed and no further protest will be accepted relative to this Request for Proposals.
4. The consultant will review the protest and will issue a written response that is intended as a complete and final answer to the protest. A response will be issued no later than September 5, 2017.
5. The consultant will document the submission of a protest and the findings.

## **Eligible Applicants**

Organizations eligible to submit proposals may fall within any of the following categories:

- Governmental Agencies
- Private Non-Profit Organizations
- Private For-Profit Businesses
- Educational Entities
- Consortium of entities that at a minimum, includes three or more of the required one-stop partners of demonstrated effectiveness, located in the Local Area.

## **One-Stop Operator Roles and Responsibilities**

The One-Stop Operator must coordinate the service delivery of core and required one-stop partners and other community partners working with the comprehensive, affiliate, and satellite One-Stop Centers listed on pages 4 and 5 of this Request for Proposals. This includes managing partner responsibilities that are outlined in the local Memorandum of Understanding (MOU).

The WIOA MOU serves the key purpose of defining partner roles and focuses, in part, on the shaping of the workforce system. This includes the sharing of resources, referral agreements, etc. In the end, the overall goal is to ensure efficiency within the Southeast Kansas workforce system.

WIOA was signed into law on July 22, 2014, and went into effect July 1, 2015. WIOA supersedes the Workforce Investment Act of 1998, and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973.

WIOA has two tiers of partners: Core Program Partners and Required Partners.

The Core Program Partners who are required to collaborate and participate in the One-Stop System include: WIOA Adult, Dislocated Workers, Youth; Wagner-Peyser labor exchange; Adult Education and Literacy; and, Vocational Rehabilitation. Core Program Partners are in the common performance measures pool and must work closely together to achieve success.

Required Program Partners must participate in the MOU process and provide coordinated services with the comprehensive One-Stop Centers. Required Program Partners include the four Core Program Partners as well as: Career and Technical Education, Title V Older Americans, Job Corps, Native American Programs, Migrant Seasonal Farmworkers, Veterans, Youthbuild, Trade Act, Community Services Block Grant, HUD, Unemployment Compensation, Second Chance, and TANF. In the event any of the required partners do not have funding in the Southeast Kansas Local Workforce Area, their participation is waived.

The One-Stop Operator will be the point of contact regarding issues pertaining to customer complaints that are substantive to the required partners operating in the comprehensive, affiliate, and satellite One-Stop Centers. This will include convening partner meetings on a regular basis as well as stakeholder meetings including all core program partners and advising the Administrative Entity and Board Staff on partner operational challenges and successes.

In support of the WIOA MOU the One-Stop Operator responsibilities will also include:

- Coordinating service delivery among partners
- Managing hours of operation at the comprehensive Centers
- Facilitating customer flow, customer service, initial assessment, resource room usage, tracking, and referral processes as agreed upon in the WIOA MOU
- Communicating Board and Administrative policies and procedures to all partners
- Reporting to the Administration and Board on Center activities

The One-Stop Operator will submit a written and verbal report on work accomplished and challenges encountered on a quarterly basis to the Southeast Kansas Workforce Development Board and Chief Elected Officials. In addition, the One-Stop Operator will gather data for the Board from the partners on a quarterly basis including: common measure information; tracking incoming clients; resource room usage; and program specific referrals as outlined in the WIOA MOU.



Proposals must identify a lead staff person and indicate how the lead is compliant with firewall requirements between administration and Center operations as defined in the Workforce Innovation and Opportunity Act. The One-Stop Operator lead staff person must be hired locally and reside within the region or adjoining region.

## **FY2016-2017 One-Stop Operator Budget**

Proposals must include a detailed budget that shows all costs related to serving as One-Stop Operator. This request for proposal does not include a dollar figure in order to get a proposed cost from each respondent. Budget detail should include categorizing costs as direct, indirect, administrative, or program. In the event a consortium is competitively bidding, the budget needs to clearly show how the role of One-Stop Operator will be paid for including any proposed shared costs. All proposals must include a lead staff person and associated expenses including space rent, equipment, wages, benefits and other costs. Staffing costs should consider percent of time an individual will spend on One-Stop Operator roles and responsibilities. The lead staff person cannot be less than 50% of his or her time.

## **Submission Information and Requirements**

### ***General Submission Information***

To be considered for funding, an entity must submit a proposal along with other supporting documentation in accordance with the instructions in this request for proposal. When evaluating a proposal, the consultant will consider how well the respondent has complied with these instructions and provided the required information. The consultant reserves the right to request clarifications from any Offeror regarding information in their proposals and may request an oral presentation if deemed appropriate and necessary to make a final recommendation.

Offerors may request clarification to comply with instructions during the Question and Answer period July 31, 2017 through August 7, 2017 by emailing Mary Ann Lawrence at [malaw528@aol.com](mailto:malaw528@aol.com). The consultant will respond to all questions on August 8, 2017 and email the answers to entities filing an Intent to Apply. Offerors shall not direct questions or have conversations regarding this request for proposal with the Consultant except during the official "question" period. All questions must be communicated through [malaw528@aol.com](mailto:malaw528@aol.com). Questions submitted should be electronic and include in the subject line ***Questions Southeast Kansas One-Stop Operator Procurement***. Questions without the assigned subject line will not be considered.

The proposal, as well as any reference materials presented, must be typed in English in at least 12-point font and must be on standard portrait 8 ½ " by 11" size with no less than one inch margins on one side of the paper. Landscape orientation containing charts, spreadsheets, and oversize exhibits is permissible.

***Contract Funding Source***

Funding for One-Stop Operator is made possible by a grant from the U.S. Department of Labor and is administered by Southeast KANSASWORKS, Inc. on behalf of the Chief Elected Officials.

***Compliance Requirements***

Any award of a contract and/or agreement under this request for proposal will be subject to applicable requirements of the funding sources, including the U.S. Department of Labor, State of Kansas, and the Southeast Kansas Workforce Development Board.

These terms and conditions include, without limitation, provisions regarding reporting, insurance, indemnification, audits, nondiscrimination, minority and women's business enterprise requirements, veterans' priority of service, conflict of interest and local hiring provisions.

***Available Funds Note***

It is suggested that the organization has a minimum of three months operating capital on-hand throughout the term of the contract.

***Public Records***

Responders are advised that documents in possession of the consultant and/or the official record provided to the Southeast Kansas Workforce Development Board following the award, are considered public records and subject to disclosure under the Kansas Public Information Act.

***Contractor Qualifications and Responsibilities***

All businesses/organizations must meet a minimum level of administrative and fiscal capacity in order to contract as One-Stop Operator. Therefore, all applicants given selection notification must provide the following Documentation of Qualifications within a ten-day period after notification. Failure to satisfactorily provide the following documentation could result in disqualification of proposed award.

Documentation of Organization's Qualifications:

- Legal entity (Proof of Incorporation, 501(c) (3), etc. and Designation from the IRS of tax-exempt status) if applicable. Must submit document proving legal entity.
- Written personnel policies. Must submit table of contents of personnel policies.
- Written conflict of interest policy for staff and board. Must submit copy of Conflict of Interest Policy.
- Written grievance procedure for customers/clients. Must submit copy of grievance procedure.
- Have an ongoing quality assurance process for services. Must submit descriptions of process.

- For organizations with an annual budget of at least \$100,000, must submit most recent annual budget document identifying the various sources of the amounts.
- For organizations that have more than one revenue source, must submit revenue documentation identifying the various sources of the amounts.
- Proven fiscal capacity including capacity for fund accounting. Must submit bound copy of most recent formal audit completed within last year. Must satisfactorily address all findings.
- Verify that the program has procured and will maintain during the life of the contract the following required insurance coverage: professional liability, errors and omissions; commercial general liability insurance, including contractual liability insurance; business automobile liability (if applicable); worker's compensation coverage; and employee dishonesty insurance. Must submit copies of certificate of insurance with contract.

### ***Proposal Content and Scoring***

Proposals will be evaluated on Three Parts:

- Part I Required format and content in #1 below
- Part II Experience and Philosophy (40 points) & Approach (60 points)
- Part III Budget Detail and Total Cost

The top two scores in Part II will move onto consideration and analysis of budget detail and total cost.

1. **All proposals must contain the following documents in this order to be considered:**

- a. Title Page Including Entity, Contact Person (email, phone, address)
- b. Executive Summary (no longer than 2 pages)
- c. Proposal Narrative (no longer than 15 pages)
- d. Budget and Budget Narrative (no longer than 2 pages)
- e. Three References Attesting to Relevant Experience – hard copy letters preferred along with list and contact information

2. **Experience and Philosophy** (40 points – 5 each)

Describe your experience with and/or philosophy regarding the following:

- a. Visionary leadership while operating within structured rules and guidelines.
- b. Fostering collaboration and partnerships.
- c. Measuring customer satisfaction.
- d. Working on diverse/divergent issues or agendas to reach outcomes.
- e. Serving diverse customers including employers, economically disadvantaged individuals with little or no work experience, individuals with disabilities, dislocated workers with experience, and young adults.
- f. Understanding of Federal laws and workforce or related laws, including the Workforce Innovation and Opportunity Act.
- g. Experience with operating One-Stop Centers in the current and previous legislations.

h. Experience in the Southeast Kansas Local Workforce Development Area.

3. **Approach** (60 points – 10 each)

Describe how you will approach the One-Stop Operator roles and responsibilities identified above in terms of:

- a. Staffing (Including Job Descriptions, Experience, and Percent of Time Allocated to One-Stop Operator Duties, and Local Hiring of Management)
  - Please note that in the event a consortium submits a bid, there must be clear and concise description of who will be the lead and how the consortium will function.
- b. Partner Collaboration
- c. Partner and Center Communication
- d. Performance Reporting
- e. Adherence to Board and Administrative Entity Policies and Procedures
- f. Comprehensive versus Affiliate versus Satellite Center Coverage.

4. **Budget, Budget Narrative, and Total Cost**

- a. Proposed Administrative Costs
- b. Proposed Program Costs
- c. Proposed Profit